



PATIENT PARTICIPATION GROUP

Minutes of the Annual General Meeting held on Friday 17 June 2016

Present: Howard Ballard, Marjorie Ellison, Patricia Exon, Gemma Jackson
Jean Thompson, Jim Thompson, Liz McCornick, Patsy Ormrod, Betty Tyrell
Sheila Smith and Practice Manager Amy Sissons.

Apologies: Dr Felicity Guest

No communication from Sally Johnson or David Jones.

Note

If apologies were sent to Bev they may not have been picked up as Bev is on holiday.

Minutes were approved by Jim Thompson and seconded by Jean Thompson.

Matters Arising

Resignation of Keith as Vice Chair due to work commitments. Keith will be part of the virtual group. Howard thanked him for his contribution to the group over the last year.

Chairman's Report

Chair, Howard Ballard in his opening address gave a brief summary of the contribution made by the PPG since it was set up in June 2015. The Group had assisted at the Flu Clinics where they also recorded smoking data of those patients attending. The PPG had been active in Cancer, Dementia and Fitness campaigns. They also focused on improving the patient experience in the surgery with ideas for clearer notices and having a presence in the Practice Newsletter. Howard and Gemma were able to make suggestions for the Carleton Practice which has now merged with Thornton whereby the patient experience could be improved. As a result the Surgery has been revamped, notices have been updated with many other innovations in the pipeline. Howard has attended the CCG meetings at Wesham throughout the year and also the NAPP Conference. Howard showed us a Medical Passport which had been produced by the NHS as a useful booklet that patients could carry round with them showing their medication and records of appointments. All thought this was an excellent idea and perhaps something that could be adopted by patients in the Practice.

Howard put forward a future action plan which emphasised better communications, increasing and identifying the Virtual Group and incorporating the patient representatives from Carleton Practice.

Elections for 2016

The following people were voted unanimously into the roles as officers for 2016.

Chair Howard Ballard was proposed by **Sheila Smith** seconded **Betty Tyrell**

Vice Chair Gemma Jackson was proposed by **Marjorie Ellison** seconded **Liz McCornick**.

Secretary Patricia Exon was proposed by **Gemma Jackson** seconded by **Liz McCornick**.

Vice Secretary Liz Mc Cornick was proposed by **Patsy Ormrod** and seconded by **Gemma Jackson**.

All members present agreed to be Core PPG Committee members for 2016/17. It was noted that it could be possible to co-opt members from Carleton Practice after result of elections on June 24th.

AOB

Amy wanted to thank all the members of the PPG on behalf of herself and doctors and staff. She said we had come a long way in a year since the Group was formed and that all the Staff had noted the presence of the PPG at various surgery initiatives and felt that this was a real benefit to all concerned. She also said that the Village Practice had set up their own PPG and has photos of all their members. Would we like this too? There was a mixed reaction from group but no decision was made. Amy said we as a group should not underestimate what had been achieved in twelve months

Amy explained that times were changing very quickly in the NHS and this meant that we as a PPG would be involved in this. She would make sure that all the activities involving the PPG would be cascaded to all staff so that they would be aware of our involvement on a particular day. In future Michelle Marsh, Customer Services Manager, would be present at meetings and keep all staff informed.

Amy also explained that there would be an obligation on all surgeries to implement the same protocol for appointments so that no surgery would be different and that training of staff was underway. Jackie Marsden would be managing her patient advisors. With her vast 26 years' experience and knowledge Amy thought Jackie was an excellent choice for the job. Amy will elaborate at the next meeting when the PPG will be asked for their help in engaging patients.

There was also mention of the Street Life site where negative comments had been placed on the site about the Thornton Practice. So we were asked to be vigilant. Amy said she would monitor the site.

One or two members brought up the £10,000 legacy and that we must address the allocation of the monies particularly in respect of the generosity shown by the family. It will be discussed at the next meeting.

Jean Thompson asked about confidentiality within meetings. Howard replied to this by saying that unless we were told that any material was confidential we can take it that it is acceptable to talk about things outside the meeting.

Jim Thompson also with other members wondered how we could attract younger members. We have discussed this at length in the past. After various comments it was noted that afternoon meetings are not conducive to those who work and that getting any younger people to sit on Committees is almost impossible.

Our new secretary Patricia Exon was asked to send letters to Sally Johnson and David Jones to ask if they were still going to serve on the PPG.

The meeting closed at 3.45.

The next meeting is July 15th at 2.00pm.